

99-132.C

227665

JAN 16 2011

RECEIVED

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

OneTone Telecom, Inc.

QUARTER / YEAR

4th / 2010

Month:	Oct	Nov	Dec
Number of Customer Access Lines	<u>2899</u>	<u>3165</u>	<u>3038</u>
Trouble Reports / Access Line (%)	<u>4.8%</u>	<u>6.2%</u>	<u>7.1%</u>
Customer Out of Service Clearing Times (%)	<u>86%</u>	<u>88%</u>	<u>91%</u>
New Installs Completed w/in 5 Days (%)	<u>98%</u>	<u>96%</u>	<u>94%</u>
Commitments Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations: _____

Person Making Report / Contact Information: Ryan Wilson